

**STATEMENT OF WORK/SPECIFICATIONS
DEVELOPMENT AND REVISION OF
AVIATION/AIRMAN KNOWLEDGE/TRAINING PUBLICATIONS
20 OCTOBER 2010**

1.0 STATEMENT OF WORK

This section provides a statement of work, which sets forth the specific tasks, general work requirements, and detailed deliverable requirements for this contract.

In addition, it communicates certain requirements for contractor personnel and the performance standards that will be used for this contract.

1.1 Introduction

The Federal Aviation Administration (FAA), Flight Standards Service, Regulatory Support Division, Airman Testing Standards Branch, AFS-630 has a requirement for the development and revision of aviation/airman knowledge training publications. These publications provide the information that entry level or advanced level airman applicants must know to pass the relevant certification tests. There are multiple publications, each of which covers a particular subject. Existing publications require updating every 3 to 7 years to ensure that the technical information provided is current and to modernize the appearance and format of the publications. New publications are developed as needed.

Development and revision of the publications must be accomplished in accordance with current FAA technical requirements. Work instructions and an outline for the revisions to be made, or the new publication content to be developed will be provided by AFS-630. The work on each publication will be organized into stages, each with an associated work product. An AFS-630 representative will review the work product at each stage as well as the final deliverable of the publication. It is possible that there will be multiple rounds of draft submission, review, and revision as work on a publication progresses.

The contractor also must prepare publication work products in accordance with various writing, editing, software, and formatting requirements. These include writing to the ninth-grade reading level except for required technical terms, using FAA-approved word processing and graphics software, proofreading all documents to eliminate writing errors prior to submission, providing work products in CD-ROM format, and complying with all printing and publication standards of the Government Printing Office (GPO). Printing and publication of the new or revised publications IS NOT the responsibility of the contractor. All printing is the responsibility of AFS-630 and will be accomplished through GPO.

The timeframe from start to completion of a publication development or revision project is expected to be no more than 18 months for publications with less than 500 pages and no more than 30 months for publications with 500 or more pages. These timeframes are to be inclusive of AFS-630 review time, which will be provided in accordance with a publication-specific work

plan developed collaboratively by the contractor, the FAA Contracting Officer Technical Representative (COTR), and AFS-630.

Work performed under this contract will be subject to performance review standards relating to the qualifications of contractor project managers and technical writers, quality and timeliness of work product submissions, and adequacy of contractor project management practices. Evaluation of contractors against the performance review standards will be performed by the COTR in accordance with the Quality Assurance Surveillance Plan (QASP) established for this contract. Contractor must receive satisfactory evaluations in order to maintain eligibility for task orders under this contract.

None of the publications developed or revised for AFS-630 under this contract may be copyrighted. The contractor must obtain releases for unrestricted use and modification by AFS-630 from the copyright owner of any copyrighted photos, artwork, or other items it chooses to include in a publication. Items developed under this contract cannot be used by the contractor for other projects without the express written consent of AFS-630.

1.2 Scope of Work

The following publications are under consideration for new development or revision (but not limited to):

1. Airship Flying Handbook (new development—approximately 150 pages).
2. Gyroplane Flying Handbook (new development—approximately 150 pages).
3. Gyroplane Instructor's Handbook (new development—approximately 100 pages).
4. Agricultural Aircraft (137) Flight Operations Handbook (new development—approximately 50 pages).

The contractor shall be responsible for bringing the publication development/revision to completion by working from an outline and instructions provided AFS-630.

- All draft and final deliverables submitted to the FAA shall be complete.
- Documents must be fully proofed.
- The format must meet GPO and FAA standards.
- There will be an AFS-630 review of work products at agreed-upon points in the process to ensure the work being done is correct and of acceptable quality. The contractor shall make reasonable adjustments to its work plans to accommodate such changes requested by AFS-630.

1.3 Task Order Process

AFS-630 will provide a publication outline/work instruction as part of each task order. The outline/work instruction document will include (but not be limited to):

1. Identification of the publication sections requiring revision/development;
2. An explanation of the regulation or policy change to be incorporated;

3. Other organizational or content changes to be made to improve readability and utility of the publication;
4. Glossary, index tables, or other reader aids to be added or enhanced;
5. Graphics enhancements to be made; and,
6. Any overall “look and feel” changes to be made.

The contractor shall meet with the COTR to collaboratively develop a task order work plan. If development of the work plan cannot be completed during the meeting, the COTR will prepare and provide to the contractor a list of unresolved issues or discrepancies within 15 business days of the meeting. The contractor then will have 7 business days to resolve the issues or discrepancies with the COTR. If agreement on a work plan is reached, a task order will be signed, dated, and issued by the FAA Contracting Officer (CO). Each such order will include:

1. An appropriate task order number and reference to this contract number;
2. A description of the services to be performed (presented in a Task Performance Work Statement format);
3. Any special requirements relating to the specific task order to be performed;
4. The period of performance; and,
5. The task order pricing.

1.4 Specific Contract Tasks

The Contractor shall be required to carry out seven broad tasks:

1. Preparing task order proposals.
2. Preparing task order work plans.
3. Implementing an internal quality control plan.
4. Preparing and submitting monthly status reports.
5. Cooperating with QASP requirements.
6. Preparing and submitting draft deliverables.
7. Preparing and submitting final deliverables.

Each of these tasks is described further in the following subsections.

1.4.1 Preparing Task Order Proposals

The Contractor shall receive a Task Performance Work Statement and shall respond to the CO with a task order proposal that contains at least the following information:

1. A description of the contractor’s technical approach to the task order requirements;
2. A high-level, preliminary project work plan that shows major project milestone tasks or activities and the proposed completion or delivery date for each one;
3. A description of the contractor’s internal quality assurance program for the task order work;
4. Designation of the contractor’s project manager and lead technical writers for the task order; and,

5. Financial information, including the proposed task order price and the estimated amount of any other direct costs for which reimbursement will be requested.

1.4.2 Preparing Preliminary and Final Task Order Work Plans

As stated in *Section 1.3: Task Order Process*, the Contractor shall meet with the COTR to develop a task order work plan. The Contractor shall be required to develop a preliminary work plan prior to the meeting time that can serve as a starting point for the final work plan development process. The final work plan will be developed as described in *Section 1.3*.

At the time a work plan is approved by the COTR and AFS-630, it becomes the official task order work plan for all intents and purposes.

1.4.3 Implementing an Internal Quality Control Process

The Contractor shall develop, document, and implement an internal quality control plan for work performed under each task order. At a minimum, the internal quality control plan shall ensure that

- progress on work products is regularly monitored against the work plan;
- the quality of the work being produced is internally assessed prior to submission;
- corrective actions are taken to address any problems with timeliness or quality;
- issues or questions that arise in performing the work are documented and resolved; and
- project status can be communicated accurately at any point in time.

1.4.4 Preparing and Submitting Monthly Status Reports

The Contractor shall submit a monthly status report in writing to the COTR. The status report for each month is due to the COTR by the 5th business day of the following month. At a minimum, the monthly status report will provide:

- an overview of task order status;
- a statement of accomplishments (milestones achieved) during the month;
- current schedule compliance status;
- outstanding questions or issues and recommended solutions; and,
- the status of any action items identified during a Technical Interchange Meeting (TIM).

1.4.5 Cooperating with QASP Requirements

The Contractor shall be held to specified performance standards and contractor adherence to those standards will be periodically assessed by the COTR using the QASP for this contract. The Contractor shall be required to cooperate fully with all QASP requirements and activities.

1.4.6 Preparing and Submitting Draft Deliverable Chapters

The Contractor shall prepare and submit to the COTR/AFS-630 draft versions of the deliverables being completed in the approved work plan. The draft version of the deliverables must meet the requirements for content, organization, presentation, and formatting contained in *Section 1.5: General* and *Section 1.6: Deliverable Preparation and Submission Requirements* of this contract.

Upon receipt of a draft deliverable, the COTR/AFS-630 will either approve the draft or provide the contractor with comments or directives for modifications within 30 business days. The COTR will provide the contractor with a single set of comments or directives for modifications, if any. The Contractor shall submit a revised draft addressing the COTR's/AFS-630's comments or directives within 14 business days. The submit-and-review cycle shall be repeated until COTR approval is granted.

The Contractor shall maintain a deliverable tracking system that assigns a date and revision number to each version of a publication chapter. After the last draft of a chapter is completed and approved, earlier versions of that publication chapter must be deleted from the contractor's electronic files.

1.4.7 Preparing and Submitting the Final Deliverable

After COTR/AFS-630 approval of all final drafts, the Contractor shall prepare and submit the final publication deliverable. The final publication shall meet all requirements set forth in *Sections 1.5 and 1.6* of this document and any other requirements that may have been established under the particular task order.

1.5 General Work Requirements

The Contractor shall develop or revise the aviation/airman knowledge training publications in accordance with numerous standards set forth in *Section 1.6* of this document.

The Contractor shall comply with performance review standards defined in *Section 1.8* of this document, and with the QASP for this contract.

The Contractor shall ensure that all draft and final deliverables have been carefully proofread to ensure correct organization, content, and appearance prior to submission to the COTR/AFS/630.

The Contractor shall not print for sale any copies of any newly revised or newly developed publication(s) until such time as the publication(s) have been printed by the FAA/GPO and AFS-630 provides written authorization for such non-GPO printing and sales.

1.6 Deliverable Preparation and Submission Requirements

All publication work products (deliverables) prepared under this contract shall meet the following requirements related to writing style and level, information technology use, graphics quality, printing preparation, and submission requirements.

1.6.1 Writing Style and Level

FAA Order 1000.36, FAA Writing Standards, shall serve as the authoritative guidance for preparing FAA directive or instructional materials under this contract. Current airman knowledge training publications produced by AFS-630 also must be referenced for acceptable formatting.

General specifications for publication deliverables are as follow:

1. The preface will be in 1 column.
2. The table of contents will be in 2 columns.
3. The table of contents will be broken down to 3 levels. All title case with chapter title bold, main section headings normal, sub-section headings italics (chapter title and 2 heading levels).
4. There will not be a graphics/figures contents page.
5. The index will be in 2 columns. The index should include: main concepts (referencing page of concept introduction, and glossary terms (referencing page where term is first explained or defined).
6. The page numbers are to be flush with outside margins.
7. Reference to figures will be in brackets outside of sentence/paragraph to which they apply. Example: [Figure 6-15]. An exception to this rule is made when the figure number is used in a sentence. Example: Figure 6 –15 lists standard transponder phraseology.
8. The number and alphabetic list are to be flush left (no indentation).
9. Acronyms are to be spelled out the first time they are used in each chapter, followed by the acronym in parentheses. Thereafter in each chapter, only the acronym is to be used.
10. All terms must be used in a standardized way throughout a publication.

The contractor must ensure that all deliverables are written at the ninth-grade reading level, except for necessary technical terms.

Prefaces must be included with the same format and content as in current publications to ensure consistency of information.

1.6.2 Information Technology Use Requirements

All draft and final deliverables under this contract and resulting task orders shall be prepared using the following information technology and software.

Operating System:	Windows
Page Layout:	Current version of Adobe InDesign

Illustrations: Current version of Adobe Illustrator
Image Manipulation: Current version of Adobe Photoshop

1.6.3 Graphics Quality Requirement

The graphics used in draft and final deliverables shall not be less than Cyan-Magenta-Yellow-Black (CMYK) resolution, which is the standard color model used in offset printing for full-color documents.

1.6.4 Printing Preparation Requirements

The Contractor shall proofread all draft and final deliverables to ensure that they are free of spelling, grammar, layout, print quality, and content errors.

At the time the final deliverable is submitted, the Contractor shall complete and submit GPO Form 952, U.S. Government Printing Office Desktop Publishing-Disk Information. Completing GPO Form 952 requires that the Contractor use the operating system and software specified in *Section 1.6.2: Information Technology Use Requirements* and also that the Contractor shall:

1. Provide a table listing: file name and extension (Example: Exgraphic.eps), file size, program used, compression program used (if any), graphic file format (tiff, eps, or other), whether or not the graphics are linked.
2. Provide a listing of all fonts used in the files to be printed, including font name(s) and weight (light, compressed, or other) and the font manufacturer (Adobe, Bitstream, or other).
3. Provide a listing of the software used, including the name and version of the page layout program used, the name and version of programs used for illustrations, and the name of any other programs used.

All printer and screen fonts shall be included in the final file submission.

1.6.5 Submission Requirements

The Contractor shall submit three-color hard copies of the draft deliverable for Government review and mark-up.

The contractor shall:

1. Deliver a final DVD of the complete publication in PDF format (inclusive of all graphics) to be used in printing the publication.
2. Deliver a final DVD of the complete publication in PDF format (inclusive off all graphics) to be used in posting the publication on the Internet.
3. Deliver a final DVD of the complete publication in software formats that can be used in making future revisions.
4. Provide three, two-sided color hard copies of the final deliverable publication.
5. Complete GPO Form 952, as described in *Section 1.6.4: Printing Preparation Requirements* and submit to the COTR with the other final deliverable materials.

1.7 Contractor Personnel and Management Requirements

The Contractor shall at all times during this contract meet the following requirements with respect to project personnel qualifications, the use of U.S. Government employees for project work, and project management practices.

1.7.1 Contractor Personnel Qualifications Requirements

The Contractor shall ensure that personnel or subcontractors who work on task orders under this contract meet the minimum standards for knowledge and experience set forth in *Table 1*:

Minimum Contractor Personnel Qualifications.

Table 1: Minimum Contractor Personnel Qualifications

Project Position	Minimum Qualifications
Project Manager	<ul style="list-style-type: none">▪ Five years of professional experience in the aviation field▪ Two years of experience in writing aviation regulatory or technical documents▪ Working knowledge of CFRs relating to airman certification▪ Past project management experience
Technical Writer	<ul style="list-style-type: none">▪ Five years of professional experience in the aviation field▪ Working knowledge of airman knowledge training publication topics▪ Working knowledge of CFRs relating to airman certification▪ Six months of experience in writing or interpreting aviation regulatory or technical documents
Editor/Proofreader	<ul style="list-style-type: none">▪ Professional experience as an editor and proofreader▪ Experience in preparing documents for printing/production
Graphic Artist	<ul style="list-style-type: none">▪ Advanced skill in all graphics programs to be used under the contract▪ One year of graphics art and design experience
Document Production Staff	<ul style="list-style-type: none">▪ Advanced knowledge of the text layout, word processing, and graphics manipulation Programs to be used under the contract

1.7.2 Use of Government Employee Requirements

The Contractor shall not employ any current employee or previous employee of the FAA to perform work under this contract or resulting task orders without the written consent of the COTR/AFS-630.

1.7.2 Contractor Capacity Requirements

A Contractor shall have the capacity to concurrently newly develop or make major revisions to five publications, as well as minor revisions to a sixth and seventh publication within the applicable timeframes.

1.7.3 Project Management Requirements

The Contractor shall provide a full-time project manager to oversee the work and serve as the primary contact for the FAA CO and COTR. The name of the project manager and of an alternate(s) who can act for the project manager if the project manager is absent shall be communicated in writing to the COTR within 10 business days of task order award. The Contractor shall provide telephone numbers through which the project manager and alternate can be reached during the contractor's standard work hours.

The project manager or alternate(s) shall have full authority to act on behalf of the Contractor on all matters relating to the daily operations of this contract.

The project manager or alternate shall be available to meet with the COTR at the Mike Monroney Aeronautical Center (MMAC) within one calendar week of notice if the COTR determines a face-to-face meeting is needed to address project problems. The COTR will notify the contractor in writing of the time and place of required meetings.

1.8 Performance Review Standards

The Contractor shall meet performance review standard that will be reviewed through the QASP established for this contract. The results of the QASP review will be used to determine whether the contractor is meeting the minimum performance standards.

1.9 Government Furnished Property and Services

The Government shall furnish CDs/DVDs and hard copy versions of publications that are to undergo development or revision as a part of this contract in addition to the revision outline and work instructions.

The Government shall furnish specifications for the publication, including

- style;
- reading level;
- specific emphasis topics; and
- other requirements to be used in producing the final deliverable under each task order.

In addition, the Government will provide review services and any other service described in this Statement of Work as being an AFS-630 responsibility or called for under an approved task order work plan or the QASP.

1.10 Contractor Furnished Items

The Contractor shall furnish all personnel, facilities, equipment, and materials required to accomplish all contract tasks called for under this contract, except for those items specified in *Section 1.9: Government-Furnished Property and Services*.